

## **'Audrey's' at Barms Farm - Terms & Conditions**

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### **Booking/Payment**

When you make a provisional booking, you will be asked to give details of your name and address. To confirm the booking a 'non-refundable' deposit (payable by cheque to Barms Farm) for one quarter of the full rental price must accompany a signed booking form. Please read our terms and conditions carefully as you are entering into an agreement with Barms Farm once you forward the signed booking form & deposit to us. Where bookings are made less than six weeks prior to your stay, payment by cheque or debit/Maestro card in full is required. On receipt of your deposit and booking form, your booking details and payment will be acknowledged. Barms Farm must receive the outstanding balance, no later than 42 days prior to your arrival date, or the owners reserve the right to cancel your holiday and you will lose your deposit.

### **Last Minute Availability**

In the rare instance of a last minute booking, we would probably arrange with you that you pay in cash, on arrival.

### **Cancellation / Failure to Arrive / Non Availability**

If for whatever reason you cannot take your holiday and the booking cannot be re-let, you are still liable to pay for the booking in full, even if we have not received your balance. However, we will do our very best to re-let the dates and if we do succeed we would not demand payment of the balance due. We will refund you the monies received from the replacement letting less a £10 admin. fee if payment of the balance has already been made. Please inform us by phone & confirm in writing by recorded delivery (enclosing a copy of your Booking Confirmation) a.s.a.p if you are planning to cancel your holiday. Please note that your booking deposit is non refundable. We strongly advise that you take out a holiday cancellation insurance policy.

In the unlikely event that the property is not available as a result of extraordinary circumstances, the owners may be forced to cancel the booking. You would be notified as soon as possible and we would make every effort to find alternative, similar accommodation within the area. If this were not possible, or was unacceptable to you, then we would refund all monies paid by you for your holiday. Our liability would not extend beyond this refund.

### **Guest Numbers**

A maximum of four adults only are permitted to hire and/or use the facilities of the property. The property must not be sub let or used as a base for meeting or entertaining other people including friends and family for any reason. The proprietors do not permit children or babies within Audreys

### **Arrival and Departure**

Guests have access to the accommodation from 4pm onwards on the day of arrival and are requested to leave by 10am on the day of departure. Please advise the owners at least 48 hours before arrival of your anticipated arrival time. The keys must be delivered to the farmhouse on departure and may be posted in the large gate hung steel letterbox if nobody is available.

### **Bed Linen and Towels**

All bed linen, duvets, pillows, bath towels and tea towels are included in the rental price.

### **Gas and Electricity**

Gas, electricity and unlimited hot water is included in the rental price. We ask that appliances are turned off when not in use and that lights are turned off when the property is unattended.

### **Walkers/Golfers**

Dirty/wet boots and walking/golfing gear/shoes must be removed before entering the property and we ask that the rear entrance through the utility room is used in all instances when wearing transporting boots (muddy or otherwise). Boots /golfing equipment and all outdoor protective clothing can be dried within the spacious integral storage/drying room which is accessed off the utility room. Walking boots/ golf shoes must not be worn in any part of the property. Golf clubs, bags & trolleys, etc must be brought in and out of the garage via the external garage door and must not be brought into the property through any other access points or taken to any other parts of the property.

### **Smoking and Animals**

To maintain our current high standards of housekeeping and quality throughout and in the interests of fire prevention and the comfort of future guests, the property is totally non-smoking and animals are not permitted within the property or should be brought to Audreys at Barms Farm. Please note that a booking would be terminated immediately if any of the party were deemed to have smoked within the property or if an animal was allowed access into the property. The person who signed the booking form may be liable for the costs of professional cleaning in either case and no refund would be made for early departure. If you wish to smoke outside, well away from the property, please ensure that you dispose of matches and cigarette butts once fully extinguished.

### **Access and Damage**

The owners (or representative) of Barms Farm shall be allowed access to the accommodation at any reasonable time with prior notice given wherever possible for the purpose of emergency repair or any other need.

In the event of accidental breakage, damage or theft, we ask that guests report them, however minimal, as soon as possible, so that we can make the necessary repairs or replacement so as not to inconvenience the following guests.

Breakages and/or damage and/or theft of a substantial nature which requires replacement or professional cleaning, caused by guests during their occupancy must be paid for. The person who made the booking is responsible for such payments and the debit/credit card details submit at the time of booking will be charged accordingly.

### **Liability**

No liability shall be accepted by the owners for loss, damage or theft of personal property belonging to guests, either in the property or in/to cars, bicycles or other vehicles left on the property. Nor shall liability shall be accepted by the owners for accident or injury to guests, either within the property or outside.

### **Guest Responsibility**

We endeavour to make the property as welcoming and homely as possible and we want guests to relax and enjoy it to the full. In return, we do ask that guests are responsible and take reasonable care of the property and its contents and that the property and all equipment is left in a clean and tidy condition as you found it yourself. We take great pride in Audreys and do what we can to keep it freshly decorated and generally spic and span. Audreys is given a meticulous clean after each letting and it makes the job so much pleasanter for us when it has been left clean and tidy. The property must be securely locked and windows shut at all times after turning off lights and electrical appliances when left unattended.

### **Safety**

Please do not let off fireworks in the vicinity of Barms Farm. The owners of Barms Farm and their neighbours have livestock that could easily be distressed and their panic may result in serious injury.

For safety reasons, we do not permit the burning of candles within the property (night lights are available for emergency lighting in the event of a power cut.) We ask that electric ceramic hair straighteners are unplugged from the plug socket after use.

### **Unsuitable Hirers**

We reserve the right to decline to accept a booking or refuse to hand over the keys to any persons or group where in our opinion the facilities are not suitable for the person or any group member. In such cases all sums paid shall be refunded in full and the contract shall be discharged without further liability on either party. We reserve the right to repossess the property at any time where damage has been caused by any member of your party or in our opinion is likely to be caused by you or any member of your party. In such cases we shall not be liable to make a refund of any portion of the hire terms paid.

### **Faults and Complaints**

Please do inform us as soon as possible if you have a complaint with your accommodation or if you find that anything is faulty within the accommodation that needs our attention, so that we can assist and repair or make alternative arrangements.